



Frequently Asked Questions about the **H₂O Radio** Program...

Q: Will everyone get **H₂O Radio**?

A: Yes. To gain maximum efficiency all homes and businesses that currently have GCWW water meters will have **H₂O Radio** installed by the end of 2007.

Q: How much will it cost me to have **H₂O Radio** installed and will this raise my water rates?

A: GCWW will provide and install **H₂O Radio** for free. Upgrading your water meter and installing this new meter reading technology is free. Over the next several years, funding of capital projects such as water main replacements and water treatment improvements may cause rates to increase. However, the efficiency and operational savings of **H₂O Radio** will help GCWW to minimize increases.

Q: What is involved in the installation?

A: **H₂O Radio** is contained in a 4 inch by 6 inch by 2 inch gray, plastic case which is attached to the outside of your home, usually on the side of the house. If your water meter is inside your home, we will need to connect the wire from the water meter to the **H₂O Radio** device. Existing holes will be used whenever possible. When necessary, a small 3/8 inch hole will be drilled and properly caulked. In most cases, if your meter is outside your home, there will be no noticeable difference in appearance after **H₂O Radio** is installed.

Q: Will the low-frequency radio signal interfere with my cellular telephone or any other equipment in my home?

A: No. The radio signal is very low powered and will not disrupt any other radio signals.

Q: Will my water service be interrupted?

A: Maybe. In many cases water will need to be shut off for 15 to 20 minutes so that the water meter can be replaced.



Contact Us At (513) 591-7700

For questions about **H₂O Radio**,
call us during normal business hours
(7:30-5:30, M-F)

Did you know that through our 24-hour
interactive voice response system you can

- *call in your meter reading
(until **H₂O Radio** is installed at your home)
- *check your account balance
- *make payment using VISA or MasterCard
credit card or debit card

Visit Us on the Internet:

<http://www.cincinnati-oh.gov/gcww>

Email us at: h2oRadio@gcww.cincinnati-oh.gov



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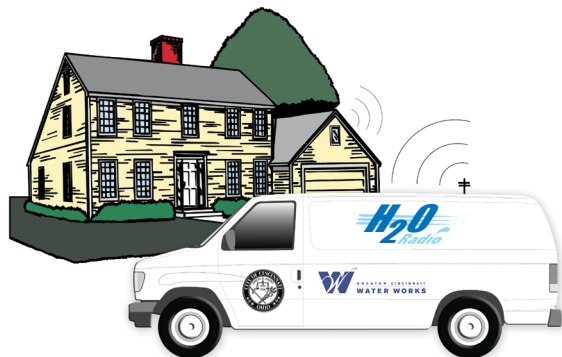


Greater Cincinnati Water Works is pleased to introduce **H₂O Radio**, a new automatic meter reading system that accurately reads the meter without the need for house calls. **H₂O Radio** will be installed at no charge in all GCWW homes and businesses over the next four years.

What is H₂O Radio?

H₂O Radio is an automatic meter reading system that sends a low-powered radio signal from a unit connected to your water meter.

A computer equipped van drives down the street and automatically reads water meters. This allows GCWW to accurately read your meter without entering your home. The information is then used to produce your water bill.



What should I expect?

About two weeks before **H₂O Radio** is installed in your neighborhood, the GCWW authorized installation contractor, VSI Group, will contact you. When inside access is required to make the upgrade, a representative of VSI Group will schedule dates for installation, Monday through Friday from 7am to 7pm or Saturday, 8am to 4pm.



Easy Installation...

On your scheduled date, an identified VSI installer will stop by to install the new **H₂O Radio** device, FREE, directly to your water meter. Installation generally takes less than an hour.

In most cases the unit will not be noticeable. It can usually be located on the side of the house near other utility units.



That's All

Now you're ready for a new era of convenient, easy, and accurate meter reading, similar to other programs that have been operating successfully throughout the U.S.

Accurate!

No more estimated bills.

Reads every meter every time.

Convenient!

No more house calls by meter readers.

No need to remember your reading date.

Free Installation!

From the People

You Trust...

Your Greater Cincinnati Water Works.

